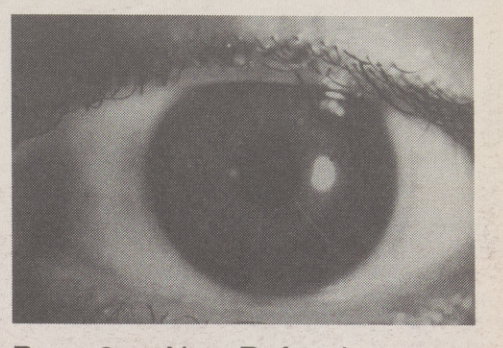
Volume 10, Number 7 April 8-21, 1995

UCSF Newsbreak



Page 3 ... New Refractive Surgery Service

Ten employees to receive top awards at Founders Day luncheon

By ALLEN J. BALDERSON

One of the most moving events of Founders Day is the annual Awards Luncheon at which outstanding employees are recognized for their service to the campus and community. This year 10 such employees — eight women and two men — will be honored on Wednesday, April 19, at noon in the Millberry Gym.

Three leaders in the fight for social and economic justice will receive the Chancellor's Award for Public Service. All three have made incredible contributions, particularly to the youth of America. They are Barbara A. Wilson-Thompson, Michael J. McCullough and Connie Bear King.

♦ Wilson-Thompson is, and always will be, a mother at heart. Probably best known at UCSF as a staunch advocate to countless students, particularly in the School of Pharmacy, she is a "surrogate mom" not only to UCSF students, but those at Xavier University, Hastings College of Law and the University of San Francisco. Providing support and guidance, not to mention square meals and a place to go during the holidays, Wilson-Thompson also has been a student mentor through the Filipino-American Employment and Training Center.

Special events coordinator in the School of Pharmacy Dean's Office, Wilson-Thompson has a nurturing quality that transcends the student body. Active in promoting such projects as Airlift to Africa in 1990, she has worked as one of the Friends of Jelani House, a home for pregnant drug/alcohol dependent women and their children, and has been involved with Grandparents Who Care. For the past nine years she has been a member of the Board of Deaconesses for the Third Baptist Church of San Francisco.

With the UCSF community for over 25 years, Wilson-Thompson has been an active member of the UCSF Black Caucus since 1969, is a co-founder of the Martin Luther King, Jr. Commemoration Committee, a member of EMPACT!'s advisory board, and has served on a host of other campus committees. She was the first recipient of the Martin Luther King, Jr. Award in 1990 and the first School of Pharmacy Dean's Award for Outstanding Service to Students in 1992.

When Wilson-Thompson tells you she officially retired in 1993, you can't help but smile and think, "You can't retire from motherhood."

♦ "No child should be considered disadvantaged," says third-year medical student Michael McCullough, who will receive both the Chancellor's Award for Public Service and the Thomas N. Burbridge Award.

McCullough's philosophy is that you take kids who have a strong attitude, help them succeed in high school — against the odds — and make sure they end up in a place in society that is best for them. To that end, McCullough first co-founded the Stanford Medical Youth Science Program in 1987. After two years as a Rhodes Scholar at Oxford, he returned to the US to enter UCSF as a full-time medical student and to develop the Stanford Youth Environmental Science Program — a summer residency program for exceptionally gifted, underserved, primarily minority high school students, who are concerned about the environment.

Allen J. Balderson

Chancellor's Award for Public Service winners are, left to right, Connie Bear King, Michael McCullough and Barbara Wilson-Thompson.

McCullough understands bucking the odds. Born with recessive hydrocephalus, a condition where there is an excess of cerebrospinal fluid in the cranial cavity, he spent most of his childhood with a severe speech impediment, and was ridiculed by many kids his age. "I wasn't really able to speak eloquently until high school," he explains. After brain surgery at the age of 10, he began to overcome his coordination problems. He forced himself to speak more fluently, and to become a teacher, a standup comic, and even a pilot. McCullough worked his way through Stanford, where he was a political science major, and at the same time taught neuroanatomy to graduate students, making him one of the first, if not the only, undergraduate student there to teach at that medical school.

"I thank the UCSF Dean's Office for allowing me maximum flexibility in my medical education," says McCullough, who is being allowed to take an extra eight months to complete his MD so he also may continue work on the Stanford environmental program.

♦ Connie Bear King says, "You don't get to where you are alone. It's a people world." Born of the Hunkpapa, Lakota Indian Nation, the second largest Indian nation in the country, Bear King is as unassuming as she is devoted to helping others. With her appointment by Mayor Frank Jordan to the Human Rights Commission in 1994, she is the highest ranking American-Indian official within San Francisco city government.

Bear King helped develop the Center for the SPIRIT (Support and Protection of Indian Religions and Indigenous Traditions), a national organization which advocates for the rights of religious freedom and preservation of traditions of all Indian nations.

She also is co-founder of the UCSF American-Indian Biomedical Internship Program. Now in its second year, the program helps American-Indian college-age students, primarily from California State at Humboldt, to develop an interest in basic sciences.

An administrative assistant III in the CVRI, Bear King also helps provide guidance and support for women and minorities by sitting on several UCSF committees, including COMO (Council of Minority Organizations), of which she is co-facilitator, the Native American Health Alliance and various ad hoc committees. In 1993, she received the Martin Luther King, Jr. Award and the following year a special honor from COMO.

She will receive both the Chancellor's Award for Public Service and the Edison T. Uno Award.

Chancellor's Award for Exceptional University Service

With a combination of nearly 55 years of University service among them, Willa C. Crowell, Tracie R. Ginest and Sharon A. Lamb will be honored as this year's Exceptional University Service award winners.

(See **FOUNDERS DAY** *on page 2)*

Tobacco firm withdraws claim to some documents

Brown & Williamson — this country's third largest tobacco company — has withdrawn its legal claim to approximately one-third of copies of its documents being held under lock and key in the UCSF Library archives.

Last May, Stanton Glantz, professor of medicine, anonymously received 4,000 pages of copies of documents apparently from the company's files, and subsequently turned them over to the library because of their scientific and educational importance. The documents suggest that the company knew more than three decades ago that nicotine was addictive and had associated health risks, but worked to suppress the information. Anti-smoking activist Glantz procured an additional 3,000 pages from Congress and also turned them over to the library.

Brown & Williamson initially filed a lawsuit against UCSF to obtain possession of all copies of the documents. However, the company now has withdrawn its legal claim to many of the documents, apparently because they also are available through Congress, explains UC counsel Chris Patti.

The company's demands to obtain possession of the remaining documents will be presented at a hearing in San Francisco Superior Court on May 25.

Wanted: input on pay hikes, vacation and sick leave

By LISA CISNEROS

Employees don't often get a chance to give their opinions on vacation time, sick leave, salary increases or job descriptions, but non-academic and non-represented staff now have an opportunity to do just that.

A systemwide effort is underway to improve and simplify all aspects of personnel policies and practices for employees in the Executive Program, Management and Professional Program, Administrative and Professional Program and the Staff Personnel Program. The plan forms a framework that gives local campuses more responsibility in human resource management so they are more responsive to market realities. For example, UCSF will be able to establish new job descriptions that may involve teamwork and new procedures for reviewing job performance.

"We have a daunting task as a campus to collect meaningful input in a relatively short time," says Randy Lopez, director of the Human Resources Department. "This is the best opportunity to mold the plan."

But it seems few employees are taking advantage of this once-in-a-career-time opportunity. The March 29 town hall meeting on Parnassus was poorly attended given the thousands of employees that will be affected by the sweeping changes proposed in the plan, called the Human Resource Management Initiatives or HMRI.

(See **HUMAN** *on page 6)*

Fruit flies at the Exploratorium

Neurobiologist Yuh Nung Jan and genetics graduate student Ingrid Sulston have assembled the "Mutant Flies" exhibit, part of the larger "Diving Into the Gene Pool" display now at the Exploratorium, 3601 Lyon Street, San Francisco. "Mutant Flies" enables you to see the dramatic results of what happens when a single gene in a fruit fly is mutated. Yuh Nung Jan and Lily Jan will deliver the Faculty Research Lecture during Founders Day.

Philip Lee calls for keeping national health care system strong

By LISA CISNEROS

The fictional horror portrayed in the movie "Outbreak" and the grim reality of Japanese commuters recently gassed in a subway train are two reasons why maintaining a strong public health care system is in the national interest, said Philip Lee, assistant secretary for health, during his March 27 visit to UCSF.

This "illustrates the kind of potential problems we face," said Lee, the No. 2 chief in the US Department of Health and Human Services.

With heightened transcontinental travel bringing risks for plagues and terrorists activities to the US, the nation is challenged to keep its people safe by adequately funding its health department. Efforts in epidemiology and occupational health and safety are grossly underfunded, he said.

Lee is having a "difficult time" defending present levels of funding, now 50 percent of what it should be for research, he said. This struggle is in part due to the GOP-controlled Congress bent on balancing the budget.

"Every time we ask Congress for money it either keeps it stable or decreases it," Lee said. "People don't understand the need for a strong US health system."

His frustration at the federal level mirrors that at the local level as health care providers adapt to a managed care system that aims to cut costs. Acknowledging the benefits of the system that advocates preventive health care, Lee said the downside to managed care is that some plans make profits for the shareholders at the expense of serving patients.

He called for a number of health care reform efforts, among them the need for:

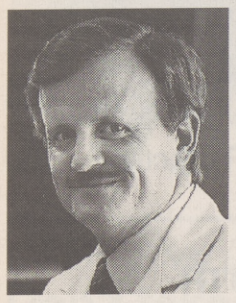
♦ Revamping information systems to report accurate outcomes. "There's a need for information systems that go beyond report cards produced by individual plans that are more marketing tools than they are to help the public judge which plans are best," Lee said.

♦ Redefining the public health care system to

(See **LEE** *on page 3)*

Gazette

Honors & Awards



Miller

Ronald D. Miller, anesthesia and pharmacology: President, Morton Society.

Philip C. Hopewell, medicine and pulmonary critical care, SFGH: Member, National Advisory Council of the National Institute of Allergy and Infectious Diseases, NIH.

Calarco

Patricia G. Calarco, anatomy: Fellow, American Council on Education.

Paula H. Braveman, family & community medicine: Member, Advisory Committee on Infant Mortality, Health Resources and Services Administration, US Department of Health and Human Services.

Portillo

Carmen Portillo, mental health, community & administrative nursing: US Public Health Service Primary Care Policy fellow.

Stanley B. Prusiner, neurology & biochemistry: Honorary doctorate, Hebrew University, Jerusalem.

In Memoriam

Jeanne Phillips: A member of the campus community for eight years, she worked in the Chancellor's Office as a special assistant. She was responsible for handling Regents' materials, doing special projects, special events and activities for both chancellors Francis A. Sooy and Julius R. Krevans. Considered by many as a UCSF ambassador, Phillips handled various problems for faculty, staff and students alike. As a testament to her good humor and popularity at UCSF, a campus-wide retirement party was held for her in October '86. It was considered a "graduation" party because she didn't believe in retiring. At the time she said, "I'm just moving onto something else."

Founders Day *(from page 1)*

Allen J. Balderson

Chancellor's Award for Exceptional University Service winners are, left to right, Sharon Lamb, Tracie Ginest and Willa Crowell.

Allen J. Balderson

Left to right, Distinguished Nurse Award winner Carla Graf, Yalon Award winner Linda Mattade, Ripple Award winner Anna Frankfurt, and Pearl Award winner Ronald Houle

♦ Crowell, an administrative assistant II in the Department of Pharmaceutical Chemistry, has been with UCSF for more than 13 years. Among her daily duties, she is responsible for coordinating the department's successful retreat, which attracts over 300 people annually from UCSF and the scientific community from around the country. Nominating letters describe her as "kind, conscientious and with a sense of humor…the kind of person who makes a great 'UCSF ambassador.'"

♦ A procurement assistant II in Materiel Management, Ginest is a member of the Purchasing Department at Oyster Point. She is described as having "ever-present enthusiasm and energy," not to mention "efficiency, dedication and determination." Primarily a buyer of medical supplies for the Storehouse, Ginest is credited with saving UCSF precious dollars by helping to implement a computerized system of ordering supplies called the Electronic Data Interchange Project.

♦ With the University for over 25 years, Lamb is a clinical nurse IV in neurosurgery, where she works with brain tumor patients and their families. Described as "exemplifying the very best in nursing," Lamb is responsible for coordinating several outpatient programs. She is president of the National Brain Tumor Foundation based in San Francisco, and serves as a resource for brain tumor patients around the country.

Distinguished Nurse Award
This year's Distinguished Nurse Award will go to Carla L. Graf, an administrative nurse I in the Intensive Cardiac Care Unit (ICC). Nominated by her entire unit, Graf coordinated and implemented an ST segment cardiac monitoring project in the ICC. The ST segment is part of the electrocardiogram that can show lack of oxygen to the heart muscle due to spasm or blockage of one of the arteries that supply blood to the heart. Graf explains that some patients in the ICC are unconscious and thus unable to recognize pain associated with a lack of oxygen to the heart. The ST segment is part of the alarm system that will alert staff if that portion of the EKG should change, providing options for more timely treatment.

Ripple Award
Anna M. Frankfurt will receive the Helen B. Ripple Award for Excellence in Neuroscience Nursing. An administrative nurse I in the Neuro Intensive Care Unit, Frankfurt plays a key role in maintaining excellent patient care in her unit, particularly in the prevention and treatment of stroke. President of the Bay Area Chapter of the American Association of Neuroscience Nurses, Frankfurt coordinated for the chapter the nursing component of the recent community education forum on stroke. Sponsored by UCSF's new Stroke Service, the forum was so popular a second one is in the planning stages.

Yalon Award
A highly respected and valued nurse, Linda M. Mattade will receive the Jeanne Yalon Award for Excellence in Oncology Nursing. A clinical nurse III in Hematology/Oncology Practice in the ACC, Mattade works in a clinic where patients are constantly battling aggressive, life-threatening illnesses. While working in one of the toughest, demanding clinics, Mattade maintains a "calm and professional approach, is honest and loving with patients and their families, and supports her staff with good direction and teaching."

Pearl Award
The UCSF/Mount Zion Milton and Helen Pearl Award for Outstanding Service will go to Ronald C. Houle, a principal admitting worker in the UCSF/Mount Zion Center on Aging, Care Account Program. With more than seven years of Mount Zion service, he is known for going out of his way by rearranging his personal and professional schedules to accommodate the needs of his clients. Houle, who provides personal insurance counseling and support, primarily to the elderly, is described as "consistently providing that extra touch and going the extra mile when dealing with patients and their families, as well as coworkers and faculty."

Faculty Research Lecture, dedication of new Educational Center
The Awards Luncheon will be followed at 2 p.m. by the Faculty Research Lecture in Cole Hall featuring neurobiologists Yuh Nung Jan and Lily Yeh Jan. Yuh Nung Jan will discuss "Principles of Limited Sloppiness, Broken Symmetry, and Neural Development," followed by Lily Jan on "Potassium Channels of Fly and Man." (For a full description of the Jans' work see the March 11 issue of Newsbreak.) Dedication of the new Educational Center will follow the Jans' presentations (see sidebar below.)

Founders Day Banquet
The UCSF Medal will be presented to Sarah Gomez Erlach, David E. Smith and George W. Thorn at the Founders Day Banquet the evening of Thursday, April 20. (See the March 25 issue of Newsbreak.) The festivities will begin with a reception at 6:30 p.m. followed by dinner at 7:15 p.m. in the Grand Ballroom of the Westin St. Francis Hotel, 335 Powell Street in San Francisco.

For the first time ever, the Distinction in Teaching Awards will be given at the banquet. See the next issue of Newsbreak for a detailed story on award winners Gaylene Becker and Sophia Vinogradov and honorable mentions Kathleen A. Puntillo, Joseph A. Regezi and William B. Shore.

The entire campus community is invited to attend the banquet. For an invitation, call Jon Pierucci at 476-4454. Tickets are $50 per person.

The new Education and Research Center

Large, impersonal lecture halls, text memorization and a relatively late introduction to the clinical setting are things of the past. Learning at UCSF now is part of a new philosophy: students are more active, independent learners. While embracing today's computer technology, education now fosters a collaborative, problem-solving approach that reflects the challenges students will face in the future.

At the heart of this transformation is UCSF's new Health Sciences Education and Research Center, a state-of-the-art 43,000-square-foot facility, to be dedicated as part of the Founders Day activities on Wednesday, April 19, at 3:30 p.m. The dedication will take place in the Center's lobby, adjacent to the Medical Sciences lobby.

The new Center has three components: an instructional area located on three floors of the Medical Sciences building (where the old library used to be), sorely needed research laboratories located in the same area, plus renovated space in the School of Nursing building.

The instructional area has six small discussion group rooms, 12 seminar rooms, including one with teleconferencing capabilities, and a state-of-the-art computer laboratory. All rooms are wired for computer audiovisuals and other communications technology, which allow students and faculty alike to instantaneously access an ever-expanding body of health sciences knowledge.

Disciplines occupying the research laboratories include anesthesia, biochemistry, gastroenterology, molecular medicine, neurology and pediatric oncology.

Perhaps one of the most impressive components of the new Center is a teleconferencing facility located in the School of Nursing that seats close to 200 people. It is equipped with the latest computer and communications technologies to allow conferences and consultations with scientists around the world.

Adjacent to the teleconferencing facility is an auditorium which seats an additional 100 people.

There also was some renovation on the second floor (ground level) and third floor mezzanine of the nursing building, allowing for a new food service and an expanded student commons.

Two thirds of this $30 million facility is funded by a voter-approved bond issue from June '92. The remaining amount is being raised from private sources.

UCSF Newsbreak

(ISSN0891-6063) Volume 10, Number 7, April 8-21, 1995. Published by the University of California, 3333 California Street, Suite 103, San Francisco, CA, 94143-0462, 21 issues per year — biweekly, except monthly June, July, August and December. Second-class postage paid at San Francisco, CA. POSTMASTER: Send address changes to UCSF Newsbreak, Public Affairs, University of California, San Francisco, Laurel Heights, 3333 California Street, Suite 103, San Francisco 94143-0462.

Deadline for the next issue, which will cover April 22-May 5, will be on **Tuesday, April 11, at 11 a.m.** Please send campus news copy to Allen Balderson (476-3163), Medical Center news to Lisa Cisneros (476-3256), and calendar and gazette items to Michele Firpo (476-3257), all at Box 0462; fax 476-3541. Last-minute copy may be taken over the telephone by calling the above telephone numbers. The University of California is an affirmative action/equal opportunity employer. UCSF fully ascribes to the Americans with Disabilities Act. If at any time, you feel you have a need to view this communication in an alternate format, please contact Allen Balderson at 476-3163 with your suggestions.

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New service offers surgery for refractive eye disorders

By LESLIE LINGAAS

A new Refractive Surgery Service at UCSF's Beckman Vision Center can help people with such common vision problems as nearsightedness (myopia), farsightedness (hyperopia), and astigmatism to reduce or eliminate their dependence on glasses or contact lenses.

"There is an expanding menu of choices for surgical correction of these disorders," says corneal specialist David G. Hwang, who directs the new service. Hwang is joined by corneal specialist John Stanley, who has performed and taught refractive procedures for many years at UCSF. Other medical staff are expected to be added shortly. The service will offer both standard and investigative treatments.

Patients with refractive errors have blurred or distorted vision, caused by a problem in the eye's shape, which prevents it from correctly bending and focusing light. Approximately 25 percent of the US population (70 million people) suffer from myopia — the most common refractive disorder.

Although vision correction surgery is performed with great precision, individual variations in response mean that a perfect 20/20 result cannot be guaranteed, says Hwang. Nevertheless, the overall results can be quite impressive. Depending on the refractive error and the technique used, surgery can achieve results of 20/40 (required to obtain a driver's license) or better in approximately 90 percent of patients. If additional correction is desired, glasses or contact lenses can generally be worn after surgery.

Surgery is appropriate for patients with stable vision ranging in age from the mid-20s to mid-60s. All refractive eye surgeries are done on an outpatient basis using highly effective anesthetic eye drops. Patients are in most cases able to return to work within a few days.

Radial Keratotomy

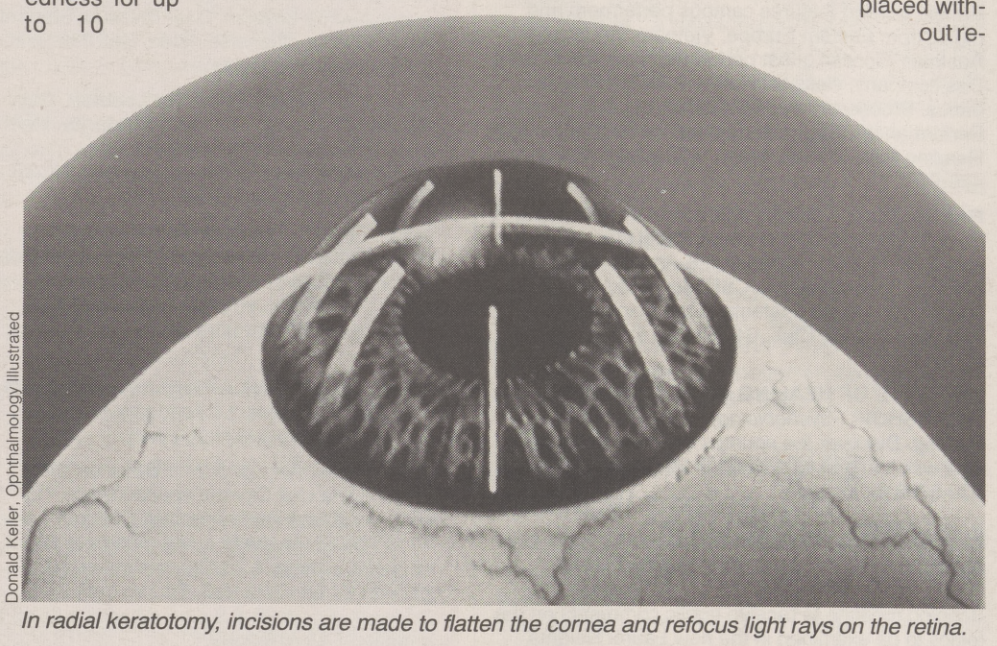
The most widely known refractive surgical procedure, radial keratotomy (RK) has been used in the US since the late 1970s. A trial conducted by the National Eye Institute in the 1980s provided reassuring evidence of the safety and long-term efficacy of RK for myopia correction. The procedure has enjoyed a surge in popularity in the past five years, says Hwang, with improved techniques and better patient selection. It is estimated that in 1995 approximately 250,000 radial keratotomies will be performed in the US.

During the procedure, four to eight incisions are made in the peripheral cornea to flatten it and refocus light rays on the retina. Ophthalmologists use detailed computer maps of the cornea and statistical formulas called nomograms to determine the optimal placement and number of incisions for each individual.

The procedure is recommended for patients with low to moderate myopia, and in this population, 95 percent of patients achieve 20/40 vision or better. Patients whose myopia falls within this range need relatively few incisions, and side effects such as "starburst" or glare are uncommon.

Because long-term studies have shown that some RK patients tend to drift toward farsightedness for up to 10 years after the procedure, ophthalmologists try to slightly undercorrect the myopia during the initial surgery. "It's like cutting hair," says Hwang. "You can always cut more, but you can't put it back." Up to a third of patients undergo a subsequent enhancement procedure to refine their correction.

Vision generally stabilizes in several weeks following RK, and patients are able to resume normal activities within a day or two.



Donald Keller, Ophthalmology Illustrated

In radial keratotomy, incisions are made to flatten the cornea and refocus light rays on the retina.

Astigmatic Keratotomy

A modified form of RK, astigmatic keratotomy uses incisions along the outer periphery of the cornea to make it more spherical in shape. The procedure is often combined with RK for treatment of myopia.

Automated Lamellar Keratoplasty

Patients with more severe myopia or mild hyperopia (farsightedness) may benefit from automated lamellar keratoplasty (ALK). The procedure uses an automated microkeratome, an instrument that functions similarly to a carpenter's plane, to shave a thin, hinged cap from the corneal surface. The cornea is then flattened by removing a precise amount of corneal tissue with a second pass of the microkeratome, and the cap is then folded back into place without stitches. Some myopic patients may be best treated with a combination of laser surgery (see below) and ALK. When ALK is used to treat hyperopia, the ophthalmologist folds back a thicker corneal cap. The pressure inside the eye then causes the cornea to steepen, and the cap is replaced without removing tissue. ALK causes very little discomfort, and vision generally stabilizes within a few weeks to months.

Photorefractive Keratectomy (Excimer Laser)

Photorefractive keratectomy (PRK) utilizes a computer-controlled "cold" excimer laser that allows the ophthalmologist cut precise areas of tissue in the central optic zone of the cornea and sculpt it to the appropriate shape. The excimer laser is approved for use in Europe and Canada, and has since 1988 been under investigational use in the US, primarily for myopia correction. While the initial "first-generation" lasers still await FDA approval, new "second-generation" lasers that promise improved results are entering clinical trials in this country. Within the next six to 12 months, UCSF expects to become the first center in Northern California to participate in an industry-sponsored trial of a second generation excimer laser.

Hwang, who worked with a first-generation excimer laser during a fellowship at the University of Southern California, says that in investigational trials thus far, the excimer laser has been shown to achieve results comparable to RK in patients with mild myopia, and may be more effective than RK in patients with moderate myopia. The procedure does not weaken the cornea as do RK incisions, a concern for people whose professions or recreational activities may place them at risk for eye injury. Vision generally stabilizes within three months — a slightly longer recovery period than required for RK.

Other procedures

Corneal implants also can offer surgical correction for refractive disorders. Researchers at three US centers are investigating the use of implantable clear plastic rings in the mid-periphery of the cornea to correct myopia. The procedure is reversible and does not appear to damage the cornea. UCSF hopes to participate in this trial when it is broadened to other centers. In addition, Stanley and Hwang are working to develop an ultra-thin implantable lens that can be placed within the cornea to correct refractive errors.

Education is key

Patient education is an important part of the process of determining which procedure, if any, is appropriate for an individual. The UCSF service offers evening patient education seminars and informative literature and videotapes. An individual consultation and comprehensive eye examination, including computerized corneal mapping, are offered at a weekly clinic. It is also possible to make an appointment with a technician for a simple screening.

Refractive eye surgery is generally not covered by insurers. UCSF fees range from $1,600 to $2,200 per eye, depending on the procedure. The fee includes all preoperative evaluations, the surgery, enhancement procedures, and post-operative follow-up for a six-month period. Fees are discounted 10 percent for UCSF employees and their immediate family members.

Refractive surgery seminars

The next two refractive surgery seminars will be offered on Monday, April 10, from 6-7:30 p.m. and Monday, April 17, at noon in the UCSF Beckman Vision Center. Reservations are necessary. Call David Hwang at 476-5021.

"Match Day" shows continued interest in primary care by UCSF medical students

By REBECCA HIGBEE

Slightly more than half of this year's UCSF graduating medical students will pursue residencies in primary care fields next year, mirroring a growing national trend toward training physicians in generalist disciplines.

For the first time in seven years, more than 50 percent of the nation's medical school seniors will go into primary care fields, according to the National Resident Matching Program (NRMP). Last year, 48.1 percent pursued a similar course.

In the NRMP results announced in mid-March, 94 out of 146 UCSF medical graduates (64 percent) matched with their first choice of residency. Twenty students got their second choice, and nine students got their third choice.

"Included in these choices are some of the most desirable and competitive programs in the country," says Michael Drake, associate dean of admissions for the School of Medicine. "Our students continue to compete and match for the best residency programs."

Of a total of 13,549 graduating medical students nationwide, 24.5 percent will go into internal medicine (3,322), 15.4 percent (2,081) will go into family practice, and 11.1 percent (1,502) will go into pediatric residencies.

Of the UCSF graduates, 20 percent (30) will go into internal medicine, 17 percent (25) will go into family practice, nine percent (12) will go into pediatric residencies, and five percent (7) will go into obstetrics, gynecology and reproductive sciences.

Drake says that this year's numbers reflect a 20-year trend at UCSF.

"Since 1973, we've seen that about half of our graduating medical students go into primary care fields. Furthermore, they tend to stay in those fields," Drake says.

Of the UCSF students who graduated in 1989, half are still practicing primary care five years after starting their residencies. Oftentimes, students will pursue a more specialized training once they enter a primary care field.

"Our students are sensitive to what is happening in the marketplace, and primary care is becoming increasingly important," Drake says.

Fifty-five to 60 percent of underrepresented minority students at UCSF pursue primary care training, as opposed to 40 to 45 percent of non-underrepresented minority students, says Drake.

"At UCSF, we tend to have a higher representation of underrepresented minority groups than at many other research-based schools. And these students tend to go into primary care at a higher rate," Drake says.

The NRMP was established in 1952 as a clearinghouse for medical students, who submit their choice of where to go, and for residency programs, which submit their choices of whom to accept. The NRMP cross references the applications with the residency programs and announces all the matches on one day. The program provides a common time for the announcement of the appointments, as well as an agreement for both applicants and programs to honor the commitment if a match results.

Around the UC system

Meanwhile, UC medical centers at Davis, Irvine, Los Angles, San Diego and San Francisco have added a total of 176 new training positions in primary care specialties, including family practice, internal medicine, pediatrics and ob/gyn. The increase is in response to the urging of the Governor and State Legislature in 1993 for UC medical schools to develop a plan to address national projections that changes in the health care industry would require more primary care doctors and fewer specialists.

Overall, the systemwide plan is expected to increase the number of UC family practice residency positions by 70 percent, from approximately 520 positions in 1993 to some 885 positions by July 2001.

Lee *(from page 1)*

make it more population-based. This entails getting community support to deal with AIDS and other health risks.

♦ Rewarding academic medical centers for research and teaching efforts that benefit society and for providing tertiary care to the sickest patients.

Lee's speech commemorated the establishment of the Caldwell B. Esselstyn Foundation Chair at the Institute for Health Policy Studies, which he co-founded. The chair will provide a secure, permanent source of funding to support junior investigators and postdoctoral fellows, lectureships and special projects. A surgeon who helped develop prepaid group practice plans, Esselstyn devoted his life to improving the health and welfare of children.

Inside UCSF

Let's look at our clinical labs

National Medical Laboratories Week is April 16 -22. UCSF's highly trained technicians in the clinical labs at Moffitt/Long, SFGH, UCSF/Mount Zion and VAMC perform chemical analyses and microscopic examinations that provide critically important information for diagnosing and following patients' conditions.

	Moffitt/Long	SFGH	UCSF/ Mount Zion	VAMC
CBCs/month	6,500	7,100	6,000	7,500
Complete Blood Counts (includes differentiation and platelets)				
Urinalyses/month	2,000	2,850	450	1,700
(includes microscopic)				
Specimens/day	1,850	1,300	480	1,200

All of the labs also perform biochemistry panels, which provide information such as cholesterol and sodium levels, blood sugar, and indicators of kidney and liver function.

Sources: Stephen Cohen, Moffitt/Long; Eugene Gottfried, SFGH; Tim Hamill, UCSF/Mount Zion; Howard Leong, VAMC

Today/Tomorrow

8 Saturday

WOMEN'S RESOURCE CENTER WORKSHOP: *Basic Carpentry.* Women Empowering Women tradespeople teach the names and uses of power tools, basic carpentry skills and safety on the job. $45-$65. N 417. 9 a.m.-4 p.m. Call 476-5222 to pre-register.*

BAYVIEW HUNTER'S POINT HEALTH FAIR

Bayview Hunter's Point health fair features screenings for hypertension, diabetes, cholesterol and glaucoma. Immunizations and pediatric vision screenings also offered for school-age children. Sponsored by Black Student Health Alliance and Student National Medical Assn. South East Community Health Center, 2401 Keith St. Call 552-5652.*

10 Monday

UCSF MEDICAL GROUP/SENIORITY PLUS SENIOR LECTURE SERIES: *Keeping Your Heart Healthy.* Gary Milechman, Med., explains how to reduce the risk of heart disease. Herbst Hall, UCSF/MZ. 10-11 a.m. Call 476-0373.*

HEALTH PROFESSIONALS IN RECOVERY: Monthly support group for physicians, nurses, dentists, pharmacists, PhDs and others. Anonymous meeting with 12-step emphasis. 11:30 a.m.-12:30 p.m. Call Emanuelle Sackriter of Faculty, Staff & Student Assistance Program at 476-2004 for location and more information.

STRESS MANAGEMENT

Learn or practice ways to cope with stress and achieve a sense of calm well-being at this three-hour class offered by Millberry Fitness Center. Free to Health Net and SFMG Health Net members. Millberry Fitness Cntr. 6-9 p.m. Call 476-1115 to pre-register.*

INSTITUTE OF HEALING ARTS & SCIENCES WORKSHOP: *Unconditional Love.* Discover the tools and insights needed to create an atmosphere of unconditional love in which all can grow naturally. 6:30-9:30 p.m. Call 330-5353 for location.*

11 Tuesday

NEW EMPLOYEE ORIENTATION: S 214. 8:30-10:30 a.m. Call Lenard Florendo at 476-1073 to schedule.

REINVENTING GOVERNMENT

Reinventing Government — One Year Later. Ted Gaebler, author, discusses the need for change & specific methods for reinventing government. Interactive telecast sponsored by Dean's Office, School of Medicine. Presentation at 8 a.m. followed by question & answer session at 10:45 a.m. Admission is free, but pick up tickets in S 224 for Toland Hall. Call 476-2474 for tickets and location of telecast at SFGH.

12 Wednesday

SOKOLOW LECTURE

The Retinoblastoma Protein: Linking Cell Cycle Position with Transcriptional Control. Edward Harlow, Mol. Genet., Harvard, is the 15th Annual Sokolow Scholar. Sponsored by Cancer Research Inst. Cole Hall. 2-3:30 p.m. Additional presentation on Thurs., Apr. 13: *Cdks, New Cyclins and Neural Development.* Toland Hall. 8-9 a.m.

CAMPUS BLOOD DRIVE

Come help out and donate blood sometime during the day. Sponsored by UCSF Blood Donor Center.

♦ MU Conf. Cntr. 9 a.m.-4 p.m.

You don't have to wait for a blood drive to give blood. You may donate any weekday, 8 a.m.-7:45 p.m., or Saturday, 9 a.m.-4:30 p.m., at UCSF's Blood Donor Center, L 131. For information & appointments call 476-6989.*

CASA A CASA

Casa a Casa: Restoring a Sense of Community in the Mission Through Work with Teens. Felix Kury, Mission Cultural Cntr. & SF State, discusses current youth programs in the Mission. The first in the Latino Issues, Ethnic Studies & Health Lecture Series. Co-sponsored by UCSF Hispanic Nurses Assn. & School of Nursing Faculty-Mentor Prog. N 217. Noon-1:30 p.m. Call 826-5671.*

BROWN BAG LECTURE SERIES: *Going Native.* Mia Amato, columnist, shares how to integrate native flowering plants into a landscape or garden. Sponsored by Public Service Programs. HSW 300. Noon-1 p.m. Call 476-4394.*

WORLD MUSIC FESTIVAL

Benefit concert features campus performers and music from Eastern Europe, Vietnam, Brazil and Australia. Special guest performers from the Chitres Das company, classical Northern Indian Khatak dance. Proceeds benefit Millberry Arts & Performances. Suggested donation: $5-$10. Lange Reading Rm., UCSF Library. 5:30 p.m. Call 476-6761.*

PANEL DISCUSSION: *Legalization of Assisted Suicide: What Are the Issues?* Panel discussion with John M. Luce, Clin. Med. & Anesth. and other experts. Sponsored by UCSF/Mount Zion Auxiliary, Mount Zion Health Systems Inc. & Harvard Club. $15. Metropolitan Club, 640 Sutter. 5:30 p.m. Call 885-7354.*

INSTITUTE OF HEALING ARTS & SCIENCES WORKSHOP: *Psychobiology of Mind-Body Healing.* Discover the sources of stress and how to deal with it in a healthy way. 6:30-9:30 p.m. Call 330-5353 for location.*

LAUREL HEIGHTS SCOPING MEETING

Scoping meeting to receive public comments on the topics to be examined in the new Laurel Heights EIR. Laurel Heights Aud. 7 p.m. Call 476-3206.*

13 Thursday

MISSION CENTER BROWN BAG LECTURE SERIES: *Sports Medicine: From Injury to Recovery.* John P. Belzer, Ortho. & Sports Med. Sponsored by Public Service Programs. Rm. 125, Mission Center Bldg., 1855 Folsom. Noon. Call 476-4394.*

MILLBERRY ARTS & PERFORMANCES' COLE HALL CINEMA: *Pulp Fiction.* Children under 14 $2; UCSF students & MU members $2.50; students, seniors & UCSF employees $3; general $3.50. Cole Hall. 5:45 & 8:45 p.m. (Movies subject to change.) Call 476-2542.*

14 Friday

MILLBERRY FITNESS CENTER PRESENTATION: *Dynamic Walking.* Judy Hofman teaches the basics of the Dynamic Movement Method for improved posture and stride. Millberry Fitness Center. Noon-1 p.m. & 5:30-6:25 p.m. Additional free classes offered on Apr. 21, 28 & May 5 from noon-1 p.m. Call 502-4397.*

MILLBERRY ARTS & PERFORMANCES' COLE HALL CINEMA: *Pulp Fiction.* Children under 14 $2; UCSF students & MU members $2.50; students, seniors & UCSF employees $3; general $3.50. Cole Hall. 6:30 & 9:30 p.m. (Movies subject to change.) Call 476-2542.*

15 Saturday

2ND ANNUAL EGG HUNT AT FAO SCHWARZ

The Hospitals Auxiliary invites adults to bring children to hunt among hundreds of eggs at FAO Schwarz Toy Store for two golden eggs and the grand prizes. Proceeds benefit pediatric patients. $25 per child, adults free. FAO Schwarz, 48 Stockton St. 8:30-10 a.m. Call 476-4906 to pre-register.*

*Open to the public.

LESBIAN, GAY, BISEXUAL AWARENESS WEEK

UCSF celebrates Lesbian, Gay, Bisexual Awareness Week with the following events, sponsored by Lesbian, Gay, Bisexual Student Assn., unless otherwise noted. Call 282-9650 for complete information.

Mon., Apr. 17: **Reception for Lesbian, Gay, Bisexual Faculty, Staff and Students.** Meet friendly faces in a safe, welcoming environment. Refreshments provided. UCSF Club, Millberry Union. 5:30 p.m.

Tues., Apr. 18: **Keynote Address.** Pat Norman, Inst. for Community Health Outreach, addresses issues of ethnic diversity within the queer community, emphasizing providing health care to these populations. S 214. Noon.*

Wed., Apr. 19: **"The Adventures of Priscilla, Queen of the Desert."** Academy Award-winner. Free. Toland Hall. 7 p.m.*

Thurs. & Fri., Apr. 20 & 21: **"Boys on the Side."** Cole Hall Cinema sponsored by Millberry Arts & Performances. Children under 14 $2; UCSF students & MU members $2.50; students, seniors & UCSF employees $3; general $3.50. Cole Hall. Thurs.: 5:45 & 8:15 p.m. Fri.: 6:30 & 9 p.m. (Movies subject to change.) Call 476-2542.*

Fri., Apr. 21: **UCSF Lesbian, Gay, Bisexual Dance.** All are welcome to celebrate the week. Millberry Union Conf. Cntr. 9 p.m.-midnight.*

Sat., Apr. 22: **Health Sciences, Heterosexism and Homophobia Conference.** Cole Hall. 8 a.m.-5:30 p.m. (See Upcoming Events on page 5 for details.)*

17 Monday

TROY C. DANIELS LECTURESHIP

Peter B. Dervan, Chem. & Chem. Engin., CA Inst. Tech., presents the Troy C. Daniels Lectureship. Sponsored by Pharm. Chem.

Mon., Apr. 17: *Sequence Specific Recognition of Double Helical DNA by Triple Helix Formation.* N 225. 4 p.m.

Tues., Apr. 18: *Design of Peptides for the Sequence Specific Recognition in the Minor Groove of DNA.* N 217. 4 p.m.

Fri., Apr. 21: *Design of Sequence Specific DNA Cleaving Metalloproteins.* N 217. 11 a.m.

MILLBERRY FITNESS CENTER PRESENTATION: *Fit Talk.* Learn the ABCs of fitness and nutrition. Free to Health Net and SFMG Health Net members. Register at Millberry Fitness Cntr. 6:30-7:30 p.m. Call 476-3588 for more information. Additional free class on Wed., Apr. 19 from 5:30-6:30 p.m. Call 476-1115.*

18 Tuesday

MOUNT ZION BROWN BAG LECTURE SERIES: *New Horizons in the Treatment of Lung Cancer.* Robert B. Cameron, Surg. & Thoracic Surg., UCSF/MZ Cancer Cntr. Sponsored by Public Service Programs. Herbst Hall, MZ. Noon. Call 476-4394.*

FOUNDERS DAY EVENTS

UCSF celebrates Founders Day with the following events.

Wed., Apr. 19
Founders Day Awards Luncheon. Features presentation of Outstanding Public Service Award and Exceptional University Service Awards. Millberry Gym. Noon. (See story on page 1.)

Faculty Research Lecture: *Principles of Limited Sloppiness, Broken Symmetry and Neural Development.* Yuh Nung Jan, Physio. & Biochem. & HHMI. *Potassium Channels of Fly and Man.* Lily Jan, Physio. & Biochem. & HHMI. Cole Hall. 2 p.m.

Education Center Dedication. 3:30 p.m. (See color box on page 2.)

Thurs., Apr. 20
Founders Day Banquet. UCSF Medal and Distinction in Teaching Award presented. $50. Open to all. Westin St. Francis Hotel. Reception: 6:30. Banquet: 7:15. Call Jon Pierucci at 476-4454 for invitations.*

SEP AWARDS CEREMONY

The UCSF Science and Education Partnership (SEP) presents its eighth annual lesson plan contest awards ceremony for middle and high school participants. Co-sponsored by SF Unified School Dist. Cole Hall. 4-6 p.m. Followed by reception in Millberry Conf. Cntr. Call 476-0337.*

19 Wednesday

X-COUNTRY SKI EQUIPMENT SALE

Outdoors Unlimited presents their annual cross-country ski equipment sale featuring skis, boots, mittens, gaiters, poles and more. Most equipment only four months old. Apr. 19-21: 40% off. Apr. 24-25: 50% off. Apr. 26: 60% off. OU Center, basement UCSF Library. Call 476-2078.*

BROWN BAG LECTURE SERIES: *Carpal Tunnel Syndrome: Myths, Morals and Management.* Edward Diao, Orth. Surg., presents the latest information on causes, treatment and prevention. Sponsored by Public Service Programs. HSW 300. Noon. Call 476-4394.*

GREAT EXPECTATIONS PROGRAMS FOR PARENTS FILM SERIES: *Birth Alternatives: Adapting Home Birth Methods to Hospital Birth.* Video presentation of *Families Beginning Together* and discussion about labor support, comfort measures and non-pharmacologic pain management. A 326. 7-8:30 p.m. Call 476-6667.*

20 Thursday

MILLBERRY ARTS & PERFORMANCES' COLE HALL CINEMA: (See Lesbian, Gay, Bisexual Awareness Week.)*

21 Friday

INSTITUTE OF HEALING ARTS & SCIENCES PRESENTATION: *Allergic and Neurotoxic Factors in Learning Disabilities.* Robert J. Sinaiko. N 721. Noon. Call 330-5353.*

POETS ON PARNASSUS

Features guest poet Jane Hirshfield. Sponsored by Millberry Arts & Performances. Toland Hall. 4:30 p.m. Call 476-6761.*

MILLBERRY ARTS & PERFORMANCES' COLE HALL CINEMA: (See Lesbian, Gay, Bisexual Awareness Week.)*

DEVELOPMENT & TRAINING

For further information call 476-4032.

Materiel Management Workshop — Module II. Fri. Apr. 14. 8:30 a.m.-12:30 p.m. $50.

Vendor Payments. Wed., Apr. 19. 1-4:30 p.m. $40.

Travel Expense Processing. Tues. Apr. 25. 1-4 p.m. $40.

Survival Skills for the Administrative Assistant. Tues., May 2, 9, 16, 23. 8:30 a.m.-noon. $70.

General Ledger & Accounting. Wed., May 3. 9 a.m.-4:30 p.m. $50.

Cost Transfers. Wed., May 10. 9 a.m.-noon. $40.

The Telephone: Your Most Important Business Tool. Wed., May 10. 1-4 p.m. $45.

Supervising in the Workplace: Managing Employees with Chemical Dependencies, AIDS & Disabilities. Fri., May 12. 8:30 a.m.-12:30 p.m. $40.

Pre-Supervisory Training. Wed. & Fri., May 17, 19, 24, 26. 9 a.m.-noon. $90.

Productive Communication for Managers & Supervisors. Wed., May 31. 9 a.m.-3 p.m. $70.

THE NEXT DEADLINE

Tues., Apr. 11, 1995 is the deadline for items to be listed in the next calendar, which covers **Apr. 22-May 5, 1995** (two weeks). Complete information must be received in our office in writing by 11 a.m. on that Tuesday. Mail your copy to Michele Firpo at Box 0462, send a fax to 476-3541, bring it to UCSF/Laurel Heights, 3333 California St., Suite 103 or call 476-3257. To submit articles for Newsbreak, fax information to Allen J. Balderson at 476-3541 or call 476-3163. To submit articles for Medsounds or page 6, fax information to Lisa Cisneros at 476-3541 or call 476-3256.

April 8-21, 1995

REGULAR MEETINGS & ONGOING SUPPORT GROUPS

MONDAY

JEWISH WOMEN'S DIALOGUE GROUP: Every other Monday. Call 476-6423.*

DROP-IN SUPPORT GROUP FOR WOMEN LIVING WITH HIV/AIDS: Free child care and beverages provided. A 45. 11 a.m.-1 p.m. Call 476-2417 or 476-7795.*

UCSF STAFF COUNCIL MEETING: Second Monday of the month. Noon-2 p.m. Call 476-5756.

FRIENDS OF LOIS AL-ANON MEETING: Closed meeting: for friends & families of alcoholics only. Conf. Rm. A, 3rd fl., MCB. Noon. Call 626-5633.*

COLORECTAL CANCER SUPPORT GROUP: Second and fourth Mondays of the month. Reservations must be made at 929-7114. No drop-ins allowed. UCSF/Mount Zion Cancer Center, 2356 Sutter. 6:30 p.m.*

UCSF AIDS HEALTH PROJECT MEDITATION & SELF-HYPNOSIS WORKSHOP: Weekly discussion group for anyone dealing with HIV or AIDS in themselves or others. Gazebo Rm., Davies Med. Cntr. 7-9 p.m. Call 476-3902.*

TUESDAY

SFGH CIRCLE OF SISTERS: Networking forum for black women working & studying at UCSF/SFGH. Meets monthly at noon. Call 476-5222.

MULTIPLE HELPERS OUTREACH NETWORK SUPPORT GROUP: For victims & survivors of violent trauma. Ages 15 & over. A 222, LPPI. 10 a.m.-noon. Help-line at 759-7923 provided daily, 7 a.m.-10 p.m.*

CAMPUS AMNESTY INTERNATIONAL MEETING: First Tuesday of the month. MU 111W. Noon-1 p.m. Call 566-8406.*

UCSF GOSPEL CHOIR REHEARSAL: Weekly rehearsals at MCB. Noon. Call 476-6761.*

PARKINSON'S DISEASE EDUCATION & SUPPORT GROUP: For people with Parkinson's & their caregivers. Third Tuesday of the month. Christ Church, Lutheran, 1090 Quintara (at 20th Ave.). 2-4 p.m. Call 476-9276.*

BREAST CANCER SUPPORT GROUP: For women diagnosed or being treated at UCSF/Mount Zion or UCSF/Parnassus. UCSF/Mount Zion Cancer Cntr., 2nd. fl., 2356 Sutter (near Divisadero). 5:30-7 p.m. Pre-registration necessary. Call 885-3693 or 388-3742.*

NURSES' PAIN ASSOCIATION MEETING. Second Tuesday of the month. C 254. 5:30-7:30 p.m.*

BRAIN TUMOR SUPPORT GROUP: First Tuesday of the month. S 758. 7:30-9 p.m. Call 284-0208.*

WEDNESDAY

GAY, LESBIAN, BISEXUAL ASSOCIATION AT UCSF MEETING: Second Wednesday of the month. Members of the Chancellor's Committee on Gay, Lesbian & Bisexual Issues will be present. Call 282-9650 for more information.

"AT THE HEART OF IT" CARDIAC SUPPORT GROUP: For heart patients to share experiences, successes, concerns & anxieties. An ongoing six-week series. Call Kathleen Congdon at 885-7227.*

SUPPORT GROUP FOR FAMILY/FRIENDS OF THOSE WITH MENTAL ILLNESS: Open to anyone interested in learning more about psychiatric disorders & their treatments. Call Laura Deering-Mayclin at 476-7394.*

LATIN AMERICAN CAMPUS ASSOCIATION MEETING: Second Wednesday of each month. HSW 508. Noon. Call Lucia DeLeon at 476-2010.

LATIN WOMEN COALITION: For Latina faculty, staff & students. Noon-1 p.m. Call Betty Jerez at 476-7117.*

PARNASSUS AL-ANON MEETING: For friends & families of alcoholics. Observers welcome. C 417. Noon-1 p.m. Call 626-5633.*

STEP-FAMILY SUPPORT GROUP: For parents & step-parents. Call Sandra Norberg at 476-6389.*

ALCOHOLICS ANONYMOUS MEETING: Closed meeting: alcoholics only. Conf. Rm. 3, 1st fl., MCB. 12:05 p.m. Call 621-1326.*

MULTIPLE HELPERS OUTREACH NETWORK SUPPORT GROUP: For victims & survivors of violent trauma. Ages 15 & over. Two locations & times: A 222, LPPI, 1-3 p.m., and N 517, 7-10 p.m. Help-line also provided daily, 7 a.m.-10 p.m. at 759-7923.*

DIRECTIONS: For women newly diagnosed with breast cancer. UCSF/Mount Zion Cancer Cntr., 2nd. fl., 2356 Sutter (near Divisadero). 5-6:30 p.m. Pre-registration necessary. Call 885-3693 or 885-7498.*

EATING DISORDERS SUPPORT GROUP: Open to anyone dealing with an eating disorder in themselves or others. M 688. 7-8:30 p.m. Call 332-3425.*

CO-DEPENDENTS ANONYMOUS MEETING: A twelve-step program for people who have dysfunctional long-term relationships. LPPI 371. 8-9:30 p.m. Call 432-3529.*

THURSDAY

AWAKE MEETING: AWAKE (alert, well and keeping energetic) is a support and education group for people with sleep apnea and their families. Third Thursday of each month. Bring CPAP equipment for check-up. Call 885-7886.*

LESBIAN LUNCH GROUP: Monthly on Thursdays. Call 476-5222.*

UCSF GOSPEL CHOIR REHEARSAL: Weekly rehearsals at Parnassus. Noon. Call 476-6761.*

HEAD & NECK CANCER SURGERY SUPPORT GROUPS: Separate groups for patients and patients' families meet simultaneously on the second and fourth Thursdays of each month. UCSF/Mount Zion Cancer Cntr., 2356 Sutter, 2nd fl., near Divisadero. 1-2 p.m. Call 885-7623.*

ASSOCIATION OF CLINICAL RESEARCH NURSES MEETING: Third Thursday of the month. M 1317. 5:15-6:30 p.m. Call 476-0683.

PARNASSUS PLAYERS MEETING: UCSF's theater group holds open readings on the first and third Thursday of the month. Apr. 6: S 22. Apr. 20: Toland Hall. 6-8 p.m. Call 476-6761 or 476-9012 (day) and 821-5701 (evening).*

SUPPORT GROUP FOR WOMEN LIVING WITH LIFE-ALTERING ILLNESS: Alternate Thursdays. 6-8 p.m. Call 775-2854 to preregister.*

FRIDAY

CIRCLE OF SISTERS: Networking forum for black women working & studying at UCSF. Most Fridays. Noon-1 p.m. L 535. Call 476-5836.

ALCOHOLICS ANONYMOUS MEETING: Closed meeting: alcoholics only. C 417. 12:10-1 p.m. Call 621-1326.*

LAKESIDE SENIOR MEDICAL CENTER CAREGIVER SUPPORT GROUP: First Friday of each month. $10 per meeting. 2501 Ocean Ave. at Junipero Serra. 2-4 p.m. Call Edith Kaplan at 986-2305.*

For information on 12-step and support groups (other than AA and Al-Anon), call the Mental Health Association of San Francisco at 921-4044.*

BREAST CANCER SCREENING SCHEDULE

Women can have low-cost mammograms — X-rays to screen for breast cancer — from a mobile van that travels to convenient locations in the Bay Area.

Women need the approval of their physician to have the mammogram, in addition to their doctor's full name, address (including room number & zip) and phone number to assure that results are mailed promptly. The procedure takes approximately 20 minutes and costs $65. To make an appointment call 476-2193 between 9 a.m. and 3 p.m.*

Because the service has become so popular and appointments are filled by the time this calendar is published, we list only dates when the van will be at UCSF locations:

- Mon., May 1: UCSF/Daly City, 333 Gellert Blvd.
- Fri., May 5: UCSF/Parnassus at Medical Center Way.

ITS COMPUTER CLASSES

Information Technology Services sponsors the following classes. Call 476-2012 for descriptions and registration forms.

- Thurs., Apr. 20: *Beginning Excel 5.0* (Mac). $195. 9 a.m.-4 p.m.
- Fri., Apr. 28: *Introduction to Windows 3.1.* $170. 8:30 a.m.-12:30 p.m.

LIBRARY CLASSES

The UCSF Library offers the following free classes held in S 165A (EC) or 231 Library (LC). Call 476-2337 to register.

- Wed., Apr. 12: *Medline Plus I: Basics.* (LC). 2-4 p.m.
- Fri., Apr. 21: *Medline Plus II: Advanced.* (EC). 2-4 p.m.
- Mon., Apr. 10 & Wed., Apr. 19:*Introduction to the Internet.* (LC). 2-3 p.m.

Upcoming Events

Gay issues forum

"Health Sciences, Heterosexism and Homophobia," a day-long conference, is slated for Saturday, April 22, in Cole Hall. It will be the first conference of its kind to explore health science issues facing gay men, lesbians and bisexuals. Keynote speaker is gay rights activist Katherine O'Hanlan, associate director of gynecologic cancer service at Stanford, who helped make that university the first university to offer equal benefit packages to employees regardless of sexual orientation. Other lecture topics include "An Historical Look at the Medical Construction of Lesbianism" and "Adolescent Homosexuality: Medical and Psychosocial Implications." For more information on the conference, call Rich Beatty at 476-1638.

Lecture on changing medical profession

Nationally renowned medical sociologist Donald W. Light will speak about "The Changing Character of Medicine as a Profession" on Wednesday, April 26, from 4 to 5 p.m. in Millberry Union 3 East.

A senior fellow at the Leonard Davis Institute of Health Economics and a professor at Rutgers and the University of Medicine and Dentistry in New Jersey, Light comes to UCSF as a Regents Lecturer. Very knowledgeable about the history of American health care policy in the 20th Century, he has been an adviser to state governments' health care reform efforts and is a formal adviser to the British National Health Service.

Light also will give a family practice grand rounds on April 26 from noon to 1 p.m. in Carr Auditorium at SFGH. Light's visit is sponsored by the Department of Family and Community Medicine, the Institute for Health Policy Studies and the Department of Social and Behavioral Sciences of the School of Nursing. For more information on Light's visit to UCSF, call Jonathan Rodnick at 476-3409.

Daughters at work day

Over 30 different campus departments have designed programs for "Take Our Daughters to Work Day" on Thursday, April 27. You are invited to bring your daughter, baby sitter, niece, neighbor, or any girl you care about to participate in one of these programs and possibly spend time with you at your workplace.

The deadline to sign children up for the event is Monday, April 10. The first 400 girls to sign up will receive a Ms. Foundation pin commemorating the day. The Ms. Foundation for Women created the event as a way to boost confidence and enthusiasm in adolescent girls at a time when they need it most.

The day's programs at UCSF are co-sponsored by the Chancellor's Advisory Committee on the Status of Women and the Office of Public Affairs. For more information, call Katherine Riordan at 476-0729.

Join WalkAmerica

A UCSF team is being coordinated by Public Service Programs for the March of Dimes 1995 Silver Anniversary of WalkAmerica.

The 10-K walk, with a start and finish line at Sharon Meadow in Golden Gate Park, is slated for Saturday, April 29. Registration will begin at 8 a.m. The walk starts 45 minutes later.

WalkAmerica is a national event that raises money for research that explores the causes of birth defects and ways to treat and prevent them. UCSF scientists regularly receive grants from the March of Dimes for basic and clinical research. Last fiscal year, some $837,506 funded such vital research projects as gene therapy and prenatal surgery to correct genetic defects.

Refreshments will be provided and T-shirts will be given to all team members who walk. To sign up to be part of UCSF's team, call Public Service Programs at 476-4394.

Program on partnering

The Academic Business Officers Group (ABOG) is sponsoring a program on "Partnering as a New Way of Working" on Wednesday, May 3, from 8 a.m. to 4:30 p.m. in the Laurel Heights cafeteria.

ABOG is working with its members in building bridges, partnerships and collaboration within the UCSF community. Presenters will be organizational consultants Suzanne Saxe and Virginia LaGrossa.

This day-long training event will help participants acquire the tools needed to develop partnerships with others.

Topics include developing partnering strategies, determining the trust level in relationships, learning to work with people of all personalities and creating work agreements. The cost for the program, which includes breakfast and box lunch, is $75 for ABOG members and $90 for others. Nursing continuing education credits are offered. For more information on the event, call Janice Zeppa at 476-3394 or e-mail at zeppa@library.ucsf.edu

Scholarship dance

The UCOP Black Staff and Faculty Organization is holding its second annual "Oldies But Goodies" Scholarship Dance on Saturday, May 6, from 8 p.m. to 1 a.m.

The evening will be held at the Clarion Suites Lake Merritt Hotel, 1800 Madison St. in Oakland. Cost is $25 per person.

The purpose of this benefit is to raise scholarship money to assist in bringing the traditions of college education and training to young people from the Bay Area. Dancing will be to oldies tunes spun by DJ Philip Wilson. Optional attire: costumes from your favorite decade! Entertainment also includes karaoke, costume and dance contests, plus door prizes. Evening features hors d'oeuvres and a no-host bar.

For tickets call Renee Smith Boone at (510) 987-9777, ext. 165 or Carletta Starks at (510) 987-9777, ext. 622.

Managed care seminar

The School of Dentistry presents in May two lectures on managed care issues, part of the dean's seminar series.

On Tuesday, May 9, John Greene, dean emeritus, and Edward O'Neil, director of the UCSF Center for Health Professions, will speak about "Health Care Reform in the Academic Health Center." On Thursday, May 25, Charles Wilson, professor of neurosurgery and director of tertiary care, will address "UCSF in the New Health Care Environment: Mission, Vision and Reality."

Both lectures will be from 12:15 to 1:30 p.m. in Toland Hall. For more information, call the Center for Continuing Dental Education at 476-1101.

"Women in midlife: a celebration" symposium

The Program for Women, Department of Psychiatry, presents "Women in Midlife: A Celebration" symposium on Saturday, May 13, at the Miyako Hotel, 1625 Post St., San Francisco.

The day-long program begins with registration at 8 a.m. and ends at 4:30 p.m. Lecture topics include "Women in Midlife: A Time for Power" and "New Issues for Midlife Women: Work, Family and Intimacy." In addition, participants will be able to choose two psycho-educational groups to discuss topics, including "Moods and Menopause," "How Midlife Issues Impact Marriage" and "Surviving Cancer."

For more information or to register for the program, call Debra Moore at 476-7521.

Career Achievement Award luncheon May 31

The Women's Faculty Association (WFA) will present its annual Career Achievement Award to Elizabeth Blackburn, chair of microbiology and immunology, on Wednesday, May 31, in the Millberry Conference Center. The lunch and program will be from 11:30 a.m. to 1 p.m. A $7.50 charge for lunch will reserve space for WFA members and other interested academic appointees. Send reservations to the Women's Resource Center, Box 0909.

New groups help staff cope with change

By LISA CISNEROS

UCSF is offering new workshops to help employees cope with work-related stress as the campus changes the way it operates.

The changes — in the form of mergers, reforms, restructurings or downsizings — are happening all over campus as a means to reduce costs and improve efficiency at a time when the University cannot take any funding for granted. And while employees may understand change is essential in any evolving business, many may come to work feeling afraid, apathetic, angry or anxious about how it will affect them.

"Employee anxiety is at an all time high," reports Joe Mattox, director of the Faculty, Staff and Student Assistance Program (FSSAP) for the past eight years.

And as Mattox, an occupational psychologist, explains, "Change does not just affect those who are laid off. No one is immune from the strain of change. We're dealing with issues of the survivors. Job security has now died and we are facing a mourning process."

Indeed, in the book, "Healing the Wounds: Overcoming the Trauma of Layoffs & Revitalizing Downsized Organizations," by researcher David M. Noer, "survivor sickness" is characterized by depression, stress and fatigue among those who are able to keep their jobs.

So for the first time in its history, UCSF is offering two support groups for survivors, one for administrators and managers and another for staff. Called "Coping in a Changing Environment," the ongoing free program gives participants an opportunity to learn how to deal with changes in the workplace. Specifically, the groups focus on the following:

♦ Developing practical ways to deal successfully with the transitions.

♦ Learning that there is more to the change process than "adjusting."

♦ Managing personal change.

♦ Maximizing chances of finding challenge, meaning and opportunity in this changing environment.

"Once we get past the crisis part of change, then we realize the opportunity we have to do business in a different, more effective way," Mattox says. "We need to think how we can build our skills and become entrepreneurs at our jobs."

Participants can join the hour-long group discussion for up to four sessions. The group for administrators and managers meets Fridays from 1:30 to 2:30 p.m. at Moffitt Hospital, room 286. The group for staff meets Fridays from 3 to 4 p.m. at the same location. Cynthia D'Anna, a marriage and family counselor and a member of the FSSAP, leads both groups.

Mattox had been helping managers through the difficult downsizing efforts at the Medical Center, but it became clear that ongoing support was needed for survivors throughout UCSF. The first group began meeting Feb. 24.

"Change is an ongoing process," Mattox says. "It doesn't end with layoffs. It's learning to cope in an environment where there is more work and fewer resources."

Mattox says employees have a great need for communication from their supervisors about the changes. "Even if you don't know the answers, it's important to keep the dialogue open because it helps to offset the rumors that start when there is a lack of information."

Attendance for support groups has been low so far because Mattox acknowledges that it's hard for some people to get away from work. He encourages employees to find the time to attend.

To sign up for the support groups, contact Leilani Bush at 476-8279.

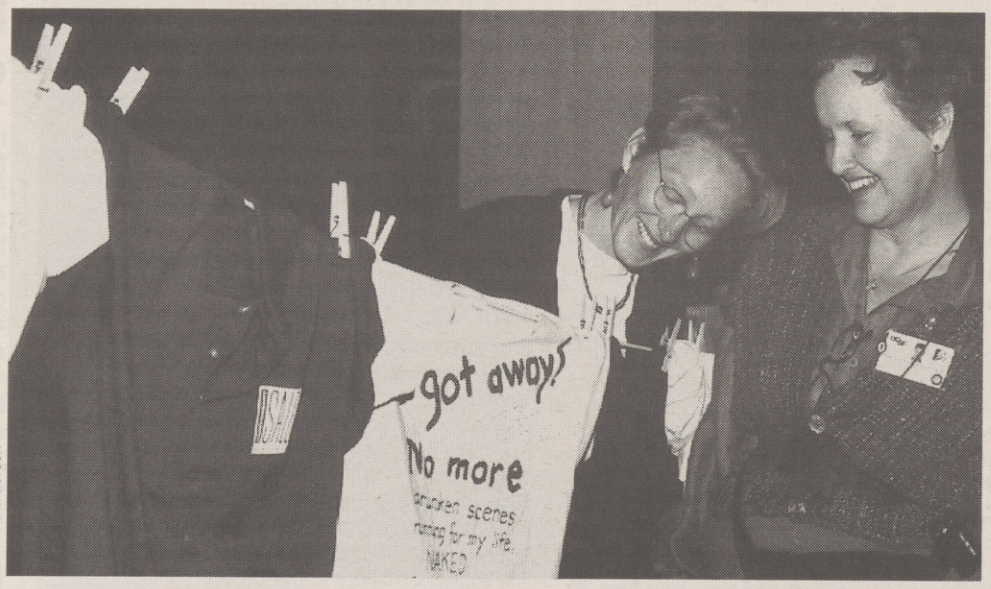
Clothesline Project displays pain, courage

I got away. I had to run 3,000 miles
No more:
• drunken scenes
• running for my life, NAKED
• fear of boiling water, knives, cars
• being kept awake.
24 years later I still REJOICE!

— Marian Richie McDonald, infection control coordinator, UCSF/Mount Zion

Evelyn Turner-Franks 5/16/30-10/26/51
I don't remember you. How I wish I did.
I heard you were "so sweet." How could he do this to you? Didn't he know how much I needed my mother's love & warm embrace?
I love & miss you.

— Sylviatte Gamble, Women's Resource Center



Allen J. Balderson

Lucinda Ramberg of the Women's Resource Center, left, with Marian McDonald

The above are just two examples of women putting their compelling stories into a few powerful words to create T-shirts for the Clothesline Project, a display featuring graphic messages and images designed by or for women who are survivors or victims of rape or domestic violence. The project, which featured nearly 75 shirts, including more than 30 by UCSF women — faculty, staff and students — was on display in the Medical Sciences lobby on March 29 as part of Women's History Month. Selected shirts were in the lobby display cases throughout March to drive home the month's theme: "Women Overcoming: Then, Now and Beyond."

Packard research fellowships available

UCSF has been invited to submit two nominations for the David and Lucile Packard Fellowships, a program designed to support the research efforts of young faculty in the natural sciences and engineering.

The campus deadline to send four complete copies of applications to Academic Services is Thursday, April 27. This fellowship program provides $90,000 per year in unrestricted research support to awardees plus $10,000 per year in unrestricted funds to the awardees' institution, renewable for a period of five years. All candidates for the fellowship program must be faculty members in the first three years of their faculty careers as of Wednesday, May 31. Faculty who are well established and funded are less likely to receive a fellowship.

For more information or an application packet, call Academic Services at 476-5742 or 476-1881.

Job openings now "faxed on demand"

News about job openings at UCSF is now as close as your fax machine.

The Human Resources Department is introducing the "Fax on Demand" system to deliver the latest listing of employment opportunities, says Patrick Chier, customer service representative.

To access the "Fax on Demand" system, call 502-5855. Callers can elect to receive a listing for specific job categories or the complete Employment Opportunities Bulletin, issued weekly by the Human Resources Dept.

Installed March 13, the system is being tested before other information will be available via the fax.

Callers can suggest other Human Resources documents they would like to be made available on the system by calling 476-5094. "We will be adding more documents to the system as the need arises," Chier says.

Call for abstracts for wellness lecture

The California Wellness Foundation and the UC Office of the President are calling for abstracts for the 1995 Wellness Lecture Series.

For the first time, UC faculty, including non-Senate faculty, at all nine campuses are invited to submit an abstract and application to prepare a paper and present an hour-long lecture to the awardee's campus community in October or November. Participation in a full-day statewide forum and possible roundtable discussion will follow.

Application packets will be available through Joan Kaiser, Contracts & Grants, 476-8153, after Monday, April 10. Send an application and abstract by Friday, May 5, to the Wellness Lectures Coordinator, UC Office of Health Affairs, 300 Lakeside Dr., 18th floor, Oakland, CA 94612-3550.

Applicants are encouraged to emphasize one of these subject areas in their proposed papers: promoting health where people work; mobilizing California against violence; breaking the cycle of teen pregnancy; and promoting community health. Previous applicants whose abstracts did not qualify them as finalists in previous years may resubmit them or any other abstract they choose. Awards of $3,000 will be given for each awardee and an additional $1,000 for research assistance and editing expenses.

Medical Call Board

Abuse and the brain

Researchers at UCSF are looking for healthy African-American and Caucasian men and women between the ages of 30 and 55 to participate as control subjects in a study of the effects of chronic cocaine and/or alcohol abuse on the brain. Procedures include MRI and SPECT brain scans, brain wave analysis, psychological evaluation, HIV testing and tests of memory and problem solving. All procedures are performed at the VAMC. Participants need to give 12 hours and will be reimbursed $120 plus transportation costs. Results of several of the procedures will be available to participants' physicians. For more information, call Patricia Gill at 751-2733.

Hepatitis B treatment

Researchers at the VAMC are enrolling men and women, ages 18 to 65, who have chronic Hepatitis B or who are Hepatitis B carriers into two studies. The first study involves using a newly developed vaccine called CY-1899 with a follow-up in six months. The second study is a year of treatment using Lamivurdine either with or without interferon. (Participants must be Hep B surface antigen positive, Hep B e antigen positive and Hep B viral DNA positive.) For more information, call Manon Marovich at 221-4810, ext. 3944 or Terry Wright at 750-2105.

Women with asthma

Researchers in the Division of Allergy/Immunology are conducting a study examining risk factors of asthma in women. Funded by the National Institutes of Health, the study is an attempt to rectify the inadequate attention women's health issues have received from health care professionals and the government. Participants must be non-smokers between the ages of 18 to 40. They must have asthmatic symptoms at least weekly and must not be taking any oral or intradermal birth control. For more information, call Deborah Au at 476-0848, ext. 2.

Cholesterol testing

Investigators from the Cardiovascular Research Institute and the General Clinical Research Center are looking for subjects to take part in a research project designed to examine the effect of dietary fat and cholesterol on blood cholesterol levels. For a six-week period all meals will be prepared for participants in the outpatient study. During the study, blood will be drawn at two-week intervals. Participants will be reimbursed $250.

Participants should be healthy, non-smoking men between the ages of 25 and 35 and men and women between the ages of 50 and 70 to begin the study which runs from Tuesday, April 18 through Tuesday, May 30. For more information, call Philip Frost at 476-7931.

In another study, people who have high blood cholesterol are needed to make 12 visits to the UCSF Lipid Clinic for an 18- to 20-week study of CVT-1, an investigational drug that inhibits cholesterol absorption and reabsorption from the intestine. The drug itself is not absorbed and therefore its blood cholesterol lowering action is not likely to be associated with significant medication side effects. Most people 21 years or older with a total cholesterol level of 240 mg/dl while eating a healthy diet will be eligible for this study. Individuals with diabetes or women able to have children are not eligible. For more information, call Frost at 476-6665.

Chronic pain

The Pain Clinical Research Center is conducting research studies on chronic neuropathic pain and is looking for participants to join its studies. Part of the Department of Neurology, the center is studying chronic pain syndromes caused by damage to the nervous system from common injuries and illnesses like diabetes, neuralgia, multiple sclerosis, post-mastectomy surgery or shingles. Participants must be over 18, in stable physical and mental health and able to read English. For more information, call 476-0418.

Human *(from page 1)*

The next town hall meeting — the last chance to air opinions on the HMRI before UCSF gives its collective feedback to the UC Office of the President — is slated for Thursday, April 20, from 10 to 11:30 a.m. in Cole Hall. The plan is expected to be put into place in July 1996. Comments may also be sent to Lopez in writing at Box 0832 or via e-mail to tellhr@ucsfvm.ucsf.edu by Friday, April 28. Don't ignore this opportunity to give input on these important issues.

Goals of HMRI are lofty: to modify the campus culture so employees have incentives to work smarter, essentially doing things in a more efficient, cost-effective manner.

Specifically, this plan proposes significant changes to UC's complex and confusing personnel system that divides employees into the aforementioned categories each with its own set of benefits and policies.

While critical components of the plan have yet to be determined — such as vacation accrual rates and how pay hikes will be awarded — this plan will undoubtedly result in new ways employees will be compensated and classified. For example, one question that remains unanswered is whether vacation accrual rates should be based on an employee's length of employment or job title.

Another unresolved issue is how and when employees should receive salary raises. The plan puts emphasis on productivity rather than longevity, but how would this affect a support person whose job is more routine and not project-oriented? And if there is a shift to non-base-salary building pay increases, how will that affect retirement plans currently determined by base salary?

A major part of the plan includes extensive training and education so that employees can adapt to a changing work environment that demands creativity and collaboration. But should training be mandatory or just recommended? And how will the campus pay and coordinate the training?

Crime Corner

Employee embezzles

A female employee working in the Department of Surgery allegedly embezzled a check for $1,025 last June, according to UCSF Police.

After a patient gave the suspect a cashier's check made payable to the UC Regents, the suspect allegedly erased the payee and typed in her own name. The suspect then reportedly deposited the check in her personal bank account.

The patient discovered what happened after receiving an unexpected bill from the University and obtaining copies of the forged and original check.

Working with the Audit Department, police interviewed the suspect who allegedly admitted to forging and depositing the check. Police are continuing to investigate the matter by obtaining bank records and other relevant physical evidence. The University is taking appropriate administrative action.

Medsounds Continued

Lisa Cisneros

Occupational therapist Michele Manz helps Edith Gordon regain control of her right arm.

National Occupational Therapy Month

Promoting physical independence

For Edith Gordon, slicing a bagel is more difficult than it looks.

Gordon, a 35-year employee of UCSF/Mount Zion's pediatric department, is trying to regain control of her right arm after suffering a stroke a couple of weeks ago. For help, she turns to Michele Manz, an occupational therapist, who gives her the advice and special tools designed to accomplish the task at hand.

"The goal is to educate and retrain her to do daily living skills," says Manz, one of eight occupational therapists at UCSF/Mount Zion who note that April is Occupational Therapy Month.

Occupational therapy uses goal-directed activity to evaluate and treat patients whose ability to function is impaired by normal aging, illness, injury or developmental disability. Treatment goals are to promote physical independence, prevent disability and maintain wellness.

At UCSF, occupational therapy services are provided to outpatients and inpatients at UCSF/Mount Zion and to inpatients at Moffitt/Long. Outpatients are served at the Hand Clinic at Moffitt/Long. For more information on occupational therapy, call 885-7519.

$1,000 scholarship available

The Medical Center is offering the Jacqueline W. Kuhn Scholarship.

The purpose of the $1,000 scholarship is to recognize a dependent of a Medical Center employee who has demonstrated excellence in academic accomplishment as well as service to the community through volunteer work and extracurricular activities. The scholarship will be awarded to help defray educational and living expenses incurred while the student attends college.

Nominations must be returned to the Jacqueline W. Kuhn Scholarship Fund Committee, c/o Kathy Balestreri, Box 0296 no later than Monday, May 15.

Applicants must be the dependent of a staff member who has been employed by the Medical Center for at least three years. Applicants also must have been accepted to or be enrolled at least half-time at a campus of the University of California or a California State University. The awardee will be selected by a panel of Medical Center staff. For an application, call 476-2230.

Volunteers *(from page 8)*

riage. Richard works weekdays in the library at Mount Zion checking in books and magazines.

The volunteers with 10 years of service and those who have provided over 5,000 hours of support this year include:

Lucy Filippini — Known as "grandma," Lucy has contributed more than 15,800 hours over 27 years volunteering weekdays in the Children's Medical Center on Parnassus where she rocks and feeds babies and takes them for strolls.

"The volunteers add all the extra touches that make a patient's visit to the hospital more pleasant."

— Vicki Kleemann, director, UCSF Volunteer Services

Esther and Sydney Gilchrist — This husband and wife team, married for 45 years, started volunteering in 1985 when they helped develop the gift shop on Parnassus. Esther is also the creator of decorations for holidays and special events and Sydney, who works in the volunteer office, delivers mail to patients.

Jane Hagmaier — As a former nurse's aide, Jane has volunteered on the nursing floor the past 10 years. She helps give patients sponge baths, and assists staff stocking supplies, admitting and discharging patients on Parnassus.

Dorothy Hoopes — Dorothy has enriched children's lives with her storytelling skills on Parnassus. She has contributed more than 3,000 hours to date in her service to pediatric patients.

Ann Millhauser — Ann has been a volunteer at Mount Zion since 1982. She works in the gift shop where she assists customers, rings up sales, wraps gifts and takes inventory, among other duties.

Geri Rosenfeld — Geri has given more than 17 years of service at Mount Zion. Working every Tuesday and Wednesday, Geri helps staff answering phones, doing clerical work, running errands and working wherever she's needed.

Jerry Salomon — Jerry helps out on Mondays and Thursdays in the Outpatient Department at Mount Zion. In May, he'll celebrate 13 years of volunteerism, which includes greeting patients, scheduling appointments and assisting staff with clerical work.

Gerald Stoff — Gerald has been providing office help at Mount Zion for more than 10 years. In his latest assignment, he worked in the gift shop.

Bernie Rosenberg — Bernie has volunteered in many departments at both Parnassus and Mount Zion for more than 12 years. She has done various tasks from stuffing envelopes to helping families of patients in surgery.

Auxiliary hosts egg hunt, penny drive

It's not too late to sponsor a child for the second annual Easter Egg Hunt and Spring Shopping Spree slated for Saturday, April 15.

Hosted by the Hospitals Auxiliary of the UCSF Medical Center and FAO Schwarz, the hunt will be from 8:30 to 10 a.m. and the spree will be from 8:30 a.m. to 6 p.m. at the toy shop, corner of Stockton and O'Farrell streets in San Francisco.

Admission is $25 per child. The event, sponsored by ESS Architects, Pacific Bell and HGA Architects, is free for adults.

Grand prizes will be awarded to the two children who find a golden egg and to winners of the raffle drawing. Refreshments will be included.

Ten percent of all proceeds from sales on the day of the event will be donated to the UCSF Hospitals Auxiliary to benefit hospitalized children.

The Auxiliary also is asking the UCSF community to donate pennies for patients during the months of April and May. People can unload their coins at two Medical Center locations: the Moffitt Cashier, M 178, or the Auxiliary Office, L 176 (call first). The pennies will be used to pay for patient amenities requested by Medical Center departments for the coming fiscal year. Requests will be reviewed by the Auxiliary's Special Projects Committee and will be announced in June.

Last year the Auxiliary's Special Projects Committee funded more than 30 requests, including teddy bears for pediatric patients, magazine racks for the ACC, toys and video games from the bed-bound orthosurgery patients and rocking chairs for the Birth Center.

For more information on the egg hunt or the penny drive, call 476-4906.

Patient *(from page 8)*

the Academic Senate. Physicians practicing in the Medical Center are governed by the Medical Staff Bylaws, which cover termination and suspension of medical staff membership as well as actions affecting clinical privileges. The Bylaws also cover hearing and appeal procedures.

A second process reviewed the nurses' actions and recommended disciplinary action for each of them. This committee was composed of UCSF nurse administrators who examined the nurses' actions, the documentation of those actions, and the circumstances surrounding the timely reporting of them to appropriate supervisors. The nurses were in no way disciplined for bringing this matter to the attention of University officials, but rather for their own individual actions as governed by standards of nursing practice.

After notice of their disciplinary action, they exercised their rights to hearings before a UCSF hearing officer, who rendered separate decisions for each nurse, based on their individual responsibilities and actions in this case. Each nurse now has appeal rights through University grievance procedures or through collective bargaining agreements. To date, one nurse has filed an appeal, one nurse has resigned from the University and one has been re-assigned.

Nurses are under the jurisdiction of the Department of Nursing in accordance with UC personnel policies and, for non-supervisory nurses, with the California Nurses' Association collective bargaining agreements. Nurses also are licensed by and subject to practicing their profession in accordance with the California Nurse Practice Act.

Each review process had its own distinct investigation team, took place independently of the other, and was completed on its own timetable. At no time did the two review teams exchange information, and each body reached its own conclusions independently.

UCSF reported the case to the Medical Board of California, the California Board of Registered Nursing, and the San Francisco coroner, and will cooperate fully with any investigations undertaken by them. To date, UCSF officials have not received a final report from any of these agencies.

Reform *(from page 8)*

and co-chair of the task force that devised the plan to overhaul information technology.

The plan, which includes expanding the existing computer network throughout the clinical enterprise — a term that refers to the Medical Center, Clinical Practice Organization (CPO) and School of Medicine — will provide health care workers with comprehensive, timely and accurate clinical and financial information to support patient care services. "We need to react to the market very quickly," he said.

The main impetus to invest some $14 million over the next two years is to improve patient satisfaction, increase efficiency and generate more revenue while reducing expenses. The Medical Center will pay $10 million toward that tab with the School of Medicine and CPO sharing the remaining costs.

Administrators acknowledge this project is expensive, but say giving health care providers access to immediate, up-to-date insurance coverage information, for example, is crucial.

An advisory board will be established to oversee the information systems overhaul and separate committees led by computer users will be formed to help implement each part of the plan, Schumacher said.

Employees will be trained on the new system at sites still to be determined at Parnassus and Mount Zion. ITS will remain responsible for campus administrative functions such as accounting and payroll.

Clinical program review

Pediatric and cardiac services are the first two programs up for review in a joint effort between the Medical Center and School of Medicine to evaluate all health care services at both Parnassus and Mount Zion sites, Perry said.

The review committee, which includes department chairs and services chiefs from both sites, has begun evaluating these programs based on a number of factors including return on investment, patient volume, duplication of services and the potential to release space for high priority programs.

"We have to decide soon whether to run two inpatient pediatric units," Perry said.

The campus community gave the committee input on the review process, which may conclude that existing programs should be consolidated, eliminated or expanded and new ones be created.

"We really want clinicians to take hold of this to decide what should be done," Perry said.

Value Improvement Process

An internal consulting team has interviewed physicians, managers and directors in an effort to identify ways to add value to Medical Center services by improving quality and reducing costs. Known as the Value Improvement Process, the team of in-house experts formed last year is looking at specific ways to redesign jobs and work processes.

Karen Akerson, assistant director of administration and coordinator of the VIP, says the team will make recommendations to administrators by May 1.

Among the objectives in the VIP are to:

- Revamp the new employee orientation.
- Create self-directed work teams that give workers the skills to better manage themselves.
- Develop measurement tools and reward systems that give workers incentives to be more efficient and effective.
- Communicate to all levels of the organization the need to understand and embrace change.
- Establish training sessions that support the new ways of working and thinking.

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UCSF Medsounds

Page 1 ... Founders Day honors 10 employees

Page 1 ... Give input on human resources initiatives

Page 3 ... Beckman Vision Center adds Refractive Surgery Service

Medsounds is a section of Newsbreak for and about employees of the Medical Center, including Moffitt-Long, the ACC, UCSF/Mount Zion and Medical Center employees at Mission Center and Laurel Heights.

National Volunteer Week

Volunteers — a valuable resource

By LISA CISNEROS

Few things have remained the same over 30 years at the UCSF Medical Center, but Emma Kahn is one such constant.

For the past three decades, Emma has volunteered every Wednesday at the Medical Center on Parnassus. "I can't believe that I've been here that long," laughs Emma, a native of San Francisco.

Emma has seen many changes since she began volunteering in 1965, including the building of the ACC, library, and nursing and dental schools.

"Emma is very valuable to us," says Carmelita Rigor, a receptionist in the Admissions Department. "Every time I ask her to do something she does."

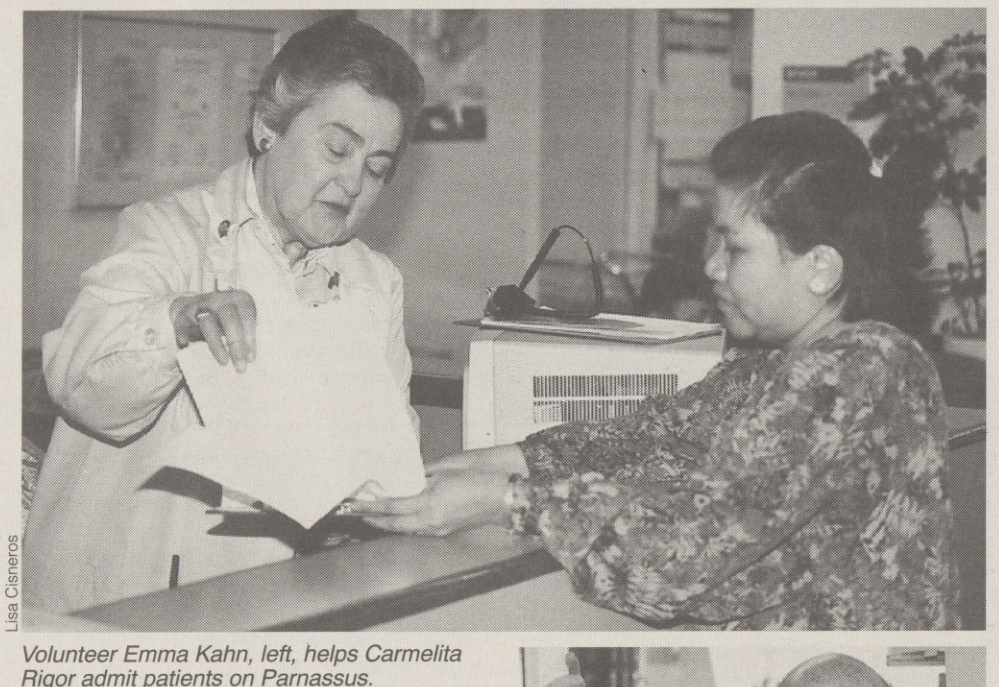
Emma is one of more than 500 volunteers who deserve recognition during National Volunteer Week, beginning Monday, April 24.

"The most incredible thing about this program is that people of all ages, ethnic and economic backgrounds have a common bond — everybody is here to help others," says Vicki Kleemann, director of UCSF Volunteer Services. "The volunteers add all the extra touches that make a patient's visit to the hospital more pleasant."

Kleemann, who says the number of UCSF volunteers has grown in recent years, attributes the increase to high schools requiring students to serve the community, a senior population who has quality time to spend in the community and heightened public awareness of the benefits of volunteering and serving those in need.

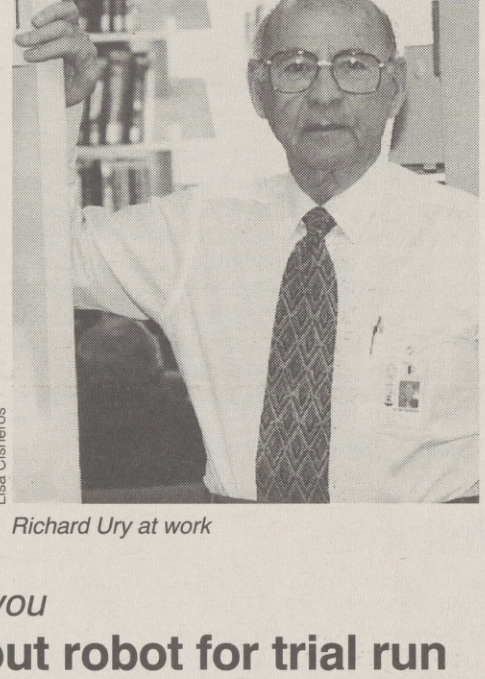
"I like the staff. They're nice people to work with," says Richard Ury, 82, who began volunteering at UCSF/Mount Zion in 1989 upon the suggestion of Harry Weinstein, a clinical professor emeritus related to him by mar-

(See **VOLUNTEERS** *on page 7)*



Lisa Cisneros

Volunteer Emma Kahn, left, helps Carmelita Rigor admit patients on Parnassus.



Lisa Cisneros

Richard Ury at work

UCSF reports on withdrawal of child's life support

Internal personnel hearings have taken place as a result of an investigation by UCSF Medical Center officials into the management of a terminally ill child after the withdrawal of life support and the documentation of the procedure.

Disciplinary actions have been taken against the physician and three nurses involved in the case.

Although criticized by the media for withholding information, UCSF has been constrained from commenting on the details of the case because of patient privacy laws as well as laws and University policies governing employee rights regarding confidentiality of disciplinary personnel actions.

Withdrawal of life support is always a difficult and complex issue. A patient's life support is withdrawn when deemed medically appropriate and there is concurrence between the patient's physician and the family.

In this case, standard practices were followed in the decision to withdraw life support, which included obtaining the family's full consent. However, after life support was discontinued, some questionable actions occurred that warranted further investigation. The investigation was undertaken immediately to evaluate the clinical practice of the nurses and physician involved.

According to Neal Cohen, president of the medical staff and a member of the critical care medicine, this is the first situation of its kind that he has seen in his 17 years in critical care.

Two separate review processes were initiated as delineated by UC policies, Medical Staff Bylaws, nursing practice regulations and state laws which govern professional practices and licensing. Although each process involved a common set of complex circumstances, the responsibilities, behavior, and accountability of each individual was different.

One process involved an ad hoc committee of physicians appointed by Cohen, professor of anesthesia and medicine, to investigate the physician's action. As a result of that review, disciplinary action was imposed against the physician. In accordance with state law, results of the review were immediately reported to the Medical Board of California and the coroner's office. The physician did not appeal and currently is not performing patient care duties.

The physician also had a number of academic responsibilities such as teaching, research and administration, all governed by

(See **PATIENT** *on page 7)*

Coming soon to a floor near you

Medical Center rolls out robot for trial run

By LISA CISNEROS

You've heard of Robocop. Now meet Robodoc.

That's being liberal with literary license to introduce the Medical Center's newest high-tech tool, a robot called HelpMate.

The refrigerator-shaped machine will make its debut at UCSF Monday, April 17, as a pharmacy courier delivering medications in its built-in locked compartment to nursing stations throughout the Medical Center, says Susan Swartz, assistant director of material services. Controlled substances — narcotics and barbiturates — will not be delivered by the robot for security and safety reasons, she points out.

"The robot will do some of the routine activities to free staff for more important work," Swartz says. "It's not meant to replace people, but to support them."

The robot will have a tryout period to determine its cost-effectiveness before it becomes a permanent part of the medical staff. Selling for some $70,000, the robot rents for a mere $6 an hour and can work round-the-clock without a coffee break. The only hitch is that it needs a battery change every 12 hours.

Hard-pressed to cut costs, more than a dozen hospitals around the country are using similar robots to do a variety of mundane chores, such as carrying patient records, packages, food, and lab specimens, Swartz says. Stanford Hospital employs three of them.

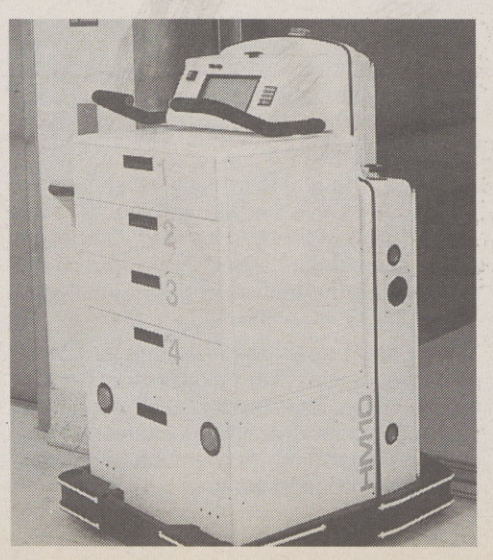
Employees will not need extensive training to use the robot, which can be operated by a large screen with prompts similar to that of a bank's automatic teller machine. With an internal computer programmed with a hospital map, the five-foot-high, 500-plus-pound robot uses ultrasound and infrared light sensors that enable it to follow walls mounted with radio transmitters. It can navigate around people and obstacles, open doors and take elevators to reach its destination.

If the robot gets blocked on its journey, it's not too proud to politely ask for assistance in a male or female voice that also announces when it completes a job.

Employees are invited to participate in a "name the robot contest" that will award a yet undetermined prize to the person whose name is selected. Employees can turn in their suggestions for names beginning Monday, April 10, in a drop box in the Moffitt Cafe.

The robot is a product of Joseph F. Engleberger, the so-called "father of robotics" who helped to establish the first American robot which was rented to a General Motors Corp. factory in New Jersey in 1961. Since then, industrial robots have become commonplace in factories where they assemble, weld and lift heavy parts with ease.

Engelberger started the Danbury, Conn.-based Transitions Research Corp., known as TRC, in 1984 which manufactures several robots including HelpMate for service industries. "UCSF is the first hospital in San Francisco to employ a robot for materiel transport," says Gay Engleberger, director of marketing and daughter of the robot's creator.



Medical Center moves forward on reform efforts

By LISA CISNEROS

The Medical Center is moving ahead on multiple fronts in its ongoing effort to revamp services to remain competitive in a market increasingly affected by managed care.

House Speaker Newt Gingrich last week called for congressional hearings to examine the impact of managed care, a system that now covers about 63 percent of all privately insured Americans.

COMBINING FORCES

Bay Area hospitals, including UCSF, are facing the effects of managed care as some 75 percent of all insured people are enrolled in health maintenance organizations and 90 percent are enrolled in some form of managed care, which encompasses preferred provider networks, point-of-service and HMO plans.

The shift toward managed care — a concept to reduce costs by emphasizing preventive care and controlling access to specialists — has produced significant market trends in California. These trends include falling prices of and reimbursements for health care services, downsizing the workforce as programs are consolidated, shrinking hospital revenues, decreasing salaries for some specialists and declining numbers of referrals to providers outside tightly controlled health care systems, according to Patty Perry, director of program planning and marketing.

"I think patient days will continue to go down as physicians are changing their practice patterns," Perry said.

To attract patients to support its academic mission, the Medical Center has formed strategic alliances with major health care systems including Sutter Health and Kaiser Permanente. Developing long-term alliances with these two big players will result in new referral protocols for specialized care. In the case of Kaiser, the relationship includes a fully integrated residency program with UCSF.

Perry was one of several administrators who reported on the Medical Center's reform efforts at the March 29 managers' meeting on Parnassus. Here's a brief overview of the other ongoing activities:

Information system upgrade

A vendor is expected to be selected this month to begin installing the hardware and software necessary to better manage patient registration, scheduling and billing processes at all ambulatory care sites, said Ron Schumacher, director of information systems

(See **REFORM** *on page 7)*

Committee holds program and earthquake drill

Medical Center directors and department managers should make every effort to attend an educational program slated for Thursday, April 13, from 2 to 4 p.m. in HSW 300.

The following topics will be discussed at that meeting:

- Search and rescue guidelines.
- Emergency power.
- Telephone trees.

The Medical Center's Disaster Committee holds biannual forums and disaster drills to prepare employees in the event of a major emergency.

The next disaster drill to prepare employees for an earthquake is scheduled for Wednesday, April 19, at 9 p.m.